Citadele

CODE GENERATOR (MODEL A)
USER MANUAL

1. To turn code generator on, please press the “ON/OFF” key.
2. To turn code generator off, please press the “ON/OFF” key or wait for 60 seconds.
3. Only after changing the initial PIN code you can start use the code generator.

- The battery in code generator lasts for 3 years. If the token displays “BATTERY FAIL”, the device must be replaced by the bank.
- It is forbidden to keep code generator near a source of electromagnetic fields (for example, close to a mobile phone, loudspeakers, airport security gates etc.).
- If the device has been exposed to temperatures below 0°C, it may only be used after it warms up under room temperature in 20 – 30 minutes.
- Code generator authorisation device has keys from “0” to “9”, special keys (I, S, ENTER, ON/OFF, CC, F), and LCD screen. Using the “CC” key, the customer may return to the initial menu “SELECT I S F” and cancel any operation.
- Code generator is switched on by pressing the key “ON/OFF”. Code generator will switch off after pressing the key “ON/OFF” repeatedly or in 60 seconds unless any key is pressed. By pressing the key “CC”, you can return to the previous action.

Attention!
Immediately after receiving the new authorisation device, and not having used the device for a long period, please, check the correctness of the timer setup, which is important for generating correct electronic signature – see point 4.

1. ENTERING AND REPLACING THE INITIAL PIN CODE

You need to perform these steps once before using the device to generate the electronic signatures.
In order to replace initial PIN code, please act as follows:

Actions	Screen message	Notes
1. Press the “ON/OFF” key	INIT PIN	The message indicates that no one has used this device before.
2. Enter the initial PIN code	- - - - -	Provided by the bank.
3. Press the “ENTER” key	NEW PIN	
4. Enter your PIN code	- - - - -	Enter your new PIN code that may consist of any 5 digits, except for 5 similar digits or five consecutive digits.
5. Press the “ENTER” key	CONFIRM	The code chosen by you has been accepted. To confirm it, enter your new PIN code again.
	WEAK PIN	New PIN code offers weak protection. The screen displays “NEW PIN” in a few seconds. Repeat the actions starting with step 4.
7. Enter your new PIN code again	- - - - -	
8. Press the “ENTER” key	PIN CHANGED	Initial PIN code has been replaced with your new PIN code. Code generator returns to the initial menu automatically.
	PIN CHG FAIL	The code you re-entered is different from that entered before.

2. WARNING ABOUT AN INCORRECT PIN CODE

Actions	Screen message	Notes
1. Press the “ON/OFF” key	ENTER PIN	
2. Incorrect PIN code is entered	WRONG PIN	The PIN code you have entered is incorrect. In few seconds a message about the next try will appear on the screen.
	PIN TRIAL 2 (or 3 or 4)	The 2nd trial (or the 3rd or 4th). If the code generator is switched off after an incorrect PIN code was entered, the message on the screen will appear again after switching the device on.
3. After switching on code generator, press the key “Enter”	ENTER PIN	Enter PIN code
4. The PIN code is entered incorrectly for the 4th time.	LAST PIN TRY	Warning about the last attempt to enter PIN code.
5. The PIN code is entered incorrectly for the 5th time.	UNLOCK CHALL nnnnnn	Your code generator is locked. The device must be replaced, please contact with the bank.

3. CHANGING THE LANGUAGE

Code generator language may only be changed after the customer has changed the initial PIN code of code generator.

Actions	Screen message	Notes
1. Press the “ON/OFF” key	ENTER PIN	
2. Enter PIN code digits	- - - - -	
3. Press the “ENTER” key	SELECT I S F	
4. Press the “F” key four times	TO ENGLISH TO LIETUVIU	The language will change according to the screen message TO ENGLISH – into the English language; LIETUVIU – into the Lithuanian language.
5. Press the “ENTER” key	SELECT I S F	The English language changes to the Lithuanian language and vice versa.

4. TIMER TESTING

To make sure that code generator is working correctly, it is necessary to check the time and date displayed in the device. Date and time in the device is by Greenwich Mean Time, i.e. in summer Lithuania time differs by 3 hours, in winter – by 2 hours. Authorization code is valid for 30 minutes, i.e., if device’s time plus 3 hours in summer (or 2 hours in winter) differs for more than 30 minutes from Lithuania time, the device cannot be used. It is necessary to contact the bank and replace the device.

Actions	Screen Message	Notes
1. Press the “ON/OFF” key	ENTER PIN	
2. Enter PIN code digits	- - - - -	
3. Press the “ENTER” key	SELECT I S F	
4. Press the “F” key twice	GMT DATE dd.mm.yyyy	Date by Greenwich Mean Time (day, month, year)
5. Press the “F” key once again	GMT DATE hh.mm	Time by Greenwich Mean Time (hours, minutes)
6. Press the “CC” key	SELECT I S F	

5. CHANGING THE PIN CODE

In order to change your PIN code again, please act as follows:

ACTIONS	SCREEN MESSAGE	NOTES
1. Press the “ON/OFF” key	ENTER PIN	
2. Enter old PIN code digits	- - - - -	
3. Press the “ENTER” key	SELECT I S F	
4. Press the “F” key	CHANGE PIN	
5. Press the “ENTER” key	NEW PIN	
6. Enter your new PIN code digits	- - - - -	Here you enter your invented PIN code that may consist of any 5 digits, except for 5 similar digits or five consecutive digits.
7. Press the “ENTER” key	CONFIRM	You need to confirm your new PIN code.
	WEAK PIN	New PIN code offers weak protection. You have to replace it with another PIN code. The screen shows “NEW PIN” in a few seconds. Repeat the actions starting with step 6.
9. Enter your new PIN code again	- - - - -	
10. Press the “ENTER” key	PIN CHANGED	Your old PIN code has been replaced with your new PIN code. Code generator returns to the initial menu automatically.
	PIN CHG FAIL	The code you re-entered is different from that entered before.

6. GENERATING ELECTRONIC SIGNATURES

ATTENTION!!! In all cases data you use for electronic signature generation must coincide with that you specify in your order to the Bank. Please strictly observe the following algorithms in filling in your payment orders and calculating test keys.

6.1. Generating an authorisation code for entering “Citadele” internet bank

In order to generate an authorisation code for entering “Citadele” Online Banking, please act as follows

Actions	Screen message	Notes
1. Press the “ON/OFF” key	ENTER PIN	
2. Enter PIN code digits	- - - - -	
3. Press the “ENTER” key	SELECT I S F	
4. Press the “I” key	CODE 6-digit code	Please enter the 6-digit authorisation code in the “Authorisation code” field.

6.2. Generating an electronic signature for the payment order

An electronic signature for the payment order provided by fax or e-mail is generating in the same way.
In order to generate electronic signatures, please act as follows:

Actions	Screen message	Notes
1. Press the “ON/OFF” key	ENTER PIN	
2. Enter PIN code digits	- - - - -	
3. Press the “ENTER” key	SELECT I S F	
4. Press the “S” key	PAYMENT	
5. Press the “ENTER” key	ACCOUNT	You may delete incorrect digit in the account number by pressing the key “CC”.
6. Enter your account number		The last 10 digits are used for calculation.
7. Press the “ENTER” key	CURRENCY	
8. Enter the currency code		3-digit code from the “Currency Codes” Table.
9. Press the “ENTER” key	AMOUNT	
10. Enter the payment amount		Enter the amount up to the decimal separator (without cents, copecks, santims etc.)
11. Press the “ENTER” key	BENEFICIARY	
12. Enter the last 12 digits of the beneficiary’s account number.		a) In case the account number consists of 12 digits, enter the account number in full; b) In case the account number consists of more than 12 characters, the last 12 digits are used for calculation; c) In case the account number contains characters that are not digits (letters, slashes, hyphens, etc.), digits only are to be entered. d) In case the account number contains no digits at all, enter “0”. For example: 00 099 0000 => 000990000 111222333444555 => 222333444555 11a22b33c44d55e => 1122334455 LV84LACB0000435195001 => 000435195001
13. Press “ENTER” the key	KEY1 “XX“	The first part of the electronic signature appears automatically, possible value from 00 to 99.
14. Press the “ENTER” key without entering the parameter	KEY 2 “XXXXXXX“	The 10-digit second part of the electronic signature. Please write down or otherwise record both parts of the electronic signature, as these will disappear after code generator is idle for more than 60 seconds.

6.3. Generating electronic signature for currency exchange, term deposit or other contracts or application form

In order to generate electronic signatures, please act as follows:

Actions	Screen message	Notes
1. Press the “ON/OFF” key	ENTER PIN	
2. Enter PIN code digits	-	
3. Press the “ENTER” key	SELECT I S F	
4. Press the “S” key	PAYMENT	
5. Press the “ENTER” key	ACCOUNT	You may delete incorrect digit in the account number by pressing the key “CC”.
6. Enter your account number		The last 10 digits are used for calculation.
7. Press the “ENTER” key	CURRENCY	
8. Enter the currency code		3-digit code from the “Currency Codes” Table.
9. Press the “ENTER” key	AMOUNT	
10. Enter the payment amount		Enter 0.
11. Press the “ENTER” key	BENEFICIARY	
12. Press the “ENTER” key		Enter 0
13. Press the “ENTER” key	KEY1 “XX“	The first part of the electronic signature appears automatically, possible value from 00 to 99.
14. Press the “ENTER” key without entering the parameter	KEY2 “XXXXXXX“	The 10-digit second part of the electronic signature. Please write down or otherwise record both parts of the electronic signature, as these will disappear after code generator is idle for more than 60 seconds.

6.4. Generating electronic signature for cash withdrawal order

In order to generate electronic signatures, filling in a Cash Withdrawal Order, please act as follows:

Actions	Screen message	Notes
1. Press the “ON/OFF” key	ENTER PIN	
2. Enter PIN code digits	-----	
3. Press the “ENTER” key	SELECT I S F	
4. Press the “S” key	PAYMENT	
5. Press the “ENTER” key	ACCOUNT	
6. Enter your account number		The last 10 digits are used for calculation.
7. Press the “ENTER” key	CURRENCY	
8. Enter the currency code		3-digit code from the “Currency Codes” Table.
9. Press the “ENTER” key	AMOUNT	
10. Enter the payment amount		Enter the amount up to the decimal separator (without cents, copecks, santims etc.)
11. Press the “ENTER” key	BENEFICIARY	
12. Enter the beneficiary information.		Enter all digits of the passport number, driver’s licence or identity number.
13. Press the “ENTER” key	KEY1 “XX“	The first part of the electronic signature appears automatically, possible value from 00 to 99.
14. Press the “ENTER” key without entering the parameter	KEY2 “XXXXXXX“	The 10-digit second part of the electronic signature. Please write down or otherwise record both parts of the electronic signature, as these will disappear after code generator is idle for more than 60 seconds.

6.5. Generating electronic signature for other format message

In order to generate electronic signatures for the free format message, please act as follows:

Actions	Screen message	Notes
1. Press the “ON/OFF” key	ENTER PIN	
2. Enter PIN code digits	-----	
3. Press the “ENTER” key	SELECT I S F	
4. Press the “S” key twice	FREE FORMAT	
5. Press the “ENTER “ key	FROM	
6. Enter your account number		The last 10 digits are used for calculation.
7. Press the “ENTER” key	KEY1 “XX“	The first part of the electronic signature appears automatically, possible value from 00 to 99.
8. Press the “ENTER” key without entering the parameter	KEY2 “XXXXXXX“	The 10-digit second part of the electronic signature. Please write down or otherwise record both parts of the electronic signature, as these will disappear after code generator is idle for more than 60 seconds.

CURRENCY CODES:

AED (United Arab Emirates Dirham)	784	HKD (Hon Kong Dollar)	344	RUB (Russian Ruble)	643
AUD (Australian Dollar)	36	HUF (Hungary Forint)	348	SEK (Swedish Krona)	752
BGN (Bulgarian Lev)	975	ILS (Israeli Shekel)	376	SGD (Singapore Dollar)	702
BYR (Belarussian Ruble)	974	ISK (Iceland Krona)	352	TRY (Turkish Lira)	949
CAD (Canadian Dollar)	124	JPY (Japanese Yen)	392	UAH (Ukrainian Hryvna)	980
CHF (Swiss Franc)	756	KZT (Kazakhstan Tenge)	398	USD (US Dollar)	840
CZK (Czech Koruna)	203	MDL (Moldovan Leu)	498	UZS (Uzbekistan Sum)	860
DKK (Danish Krone)	208	NOK (Norwegian Krone)	578	ZAR (South African Rand)	710
EUR (Euro)	978	NZD (New Zealand Dollar)	554	Other currencies	0
GBP (British Pound)	826	PLN (Polish Zloty)	985		